

## Obtaining Digital Certificates for the Electronic Information Exchange Instructions

1. If you are a new user, obtain a certificate to access the system, by going to [External Credential Service](#) webpage. Existing users may skip this part and go to instructions for the requesting a Criminal History Records Check.
2. Select "[Electronic Submittals - Criminal History](#)"
3. Select "Apply now!"
4. Read disclaimer on page, and if you agree proceed by selecting "Continue to Level 1 Credentialing" if you select "Exit" you will not be able to continue with the electronic submittals.
5. Complete enrollment form
6. Select "Continue"
7. Verify information entered. If corrections need to be made, please make corrections before proceeding.
8. To proceed, select "Submit"
9. A confirmation page will display, and you will receive a confirmation e-mail that your request has been successfully submitted. If you receive approval for a digital certificate, you will be notified within 72 hours of your request.\

For help with installing digital credentials, please contact the EIE helpdesk at 866-672-7640.